**REQUEST DATE: #DATE# RMA (Return Authorization) #: #RMA\_NUMBER#**

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| --- | --- | --- | --- | --- | --- |
| **CUSTOMER INFORMATION** | | | | | |
| **Contact Name:** | **#NAME#** | **Phone: #PHONE#** | | **E-mail: #EMAIL#** | |
| **Company Name:** | **#COMPANY\_NAME#** | **Purchase Order #:** | | | **PureLink Invoice #:** |
| **Job Name:** |  | **Address of Equipment Installation:** | |  | |
| **PRODUCT DETAILS** | | | | | |
| **Model No.** | **Original Unit Serial No.** | **Installation Date** | **Failure Date** | **Reason for Return** | |
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| **Additional**  **Comments** |  | | | | |

**PURELINK MERCHANDISE RETURN POLICY**

No merchandise may be returned without prior authorization from PureLink and a

**Return Materials Authorization (RMA) number**. Failure to comply with these

**Name:**

**Signature:**

conditions will result in rejection of the returned merchandise. **Merchandise may only be returned for credit, exchange, or service**. PureLink reserves the right at its sole discretion to refuse any shipments arriving freight collect or without an RMA number. Merchandise returned more than 30 days from the purchase date, without its original packaging and/or accessories, or showing obvious signs of misuse will be subject to a minimum 15% restocking fee. Any authorized returned merchandise must be accompanied by a Return Request Form completed with contact information, merchandise details, and RMA number. On any products returned and accepted, return freight charges following repair of items under warranty shall be paid by PureLink, shipping by the standard ground carrier of its choice. The purchaser shall pay for all return freight costs on any Products on which non-warranty repairs were performed. Repair services may take up to 4 to 6 weeks for completion.

*By signing this form, I have read and agree to the terms of PureLink’s Merchandise Return*

*Policy.*

**OUR RETURN SHIPPING ADDRESS:** PureLink

Attn: Returns

535 East Crescent Ave. Ramsey, NJ 07446

RMA#

**FAX OR E-MAIL COMPLETED FORM TO:**

PureLink Customer Support **(201) 621-6118** [support@purelinkav.com](mailto:support@purelinkav.com)

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| **PRODUCT DETAILS** | | | | |
| **Model No.** | **Original Unit Serial No.** | **Installation Date** | **Failure Date** | **Reason for Return** |
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